

# MANAGEMENT AND ADMINISTRATION PERFORMANCE MEASUREMENT INDEX

## FY 1999 Mid-Year Status of Commitments

FY Action Plan	MA Commitment	Org	Contact	Phone	FY99 MA SP Goal	DOE SP Goal	FY99 Perf Plan Goal	FY00 Perf Plan Goal	FY99 PAP Goal	Balanced Set of Measures	Action Plan Metrics	5/30/99 Status
1999	Respond to Secretarial initiatives and new corporate management systems that assist the Department of Energy in the accomplishment of its mission.	MA	Thomas Tamura	(202) 586-8010	A1					Financial		
1999	Promote performance excellence	MA	Thomas Tamura	(202) 586-8010	C1					Internal Business Processes		
1999	Improve MA Customer and Stakeholder Communication Process.	MA	Thomas Tamura	(202) 586-8010	C2					Customer		
1999	Align workforce with organizational goals, commitments, and priorities.	MA	Thomas Tamura	(202) 586-8010	D1					Learning and Growth		
1999	Establish a consistent and reliable system to support and monitor levels of employee well-being and satisfaction.	MA	Thomas Tamura	(202) 586-8010	D3					Learning and Growth		
1999	Develop and train employees.	MA	Thomas Tamura	(202) 586-8010	D2					Learning and Growth		
1999	Establish an MA Information Technology Plan.	MA	Thomas Tamura	(202) 586-8010	D4					Internal Business Processes		
1999	Working Capital Fund	MA-1.4	Howard Borgstrom	(202) 586-3960	B1					Financial	8, one at risk	At Risk
1999	Improve MA Customer Survey processes and increase survey response rates.	MA-1.4	Howard Borgstrom	(202) 586-3960	C2, C3					Customer	2, both at risk	At Risk
1999	Improve MA Employee Survey processes and increase survey response rates	MA-1.4	Howard Borgstrom	(202) 586-3960	D3					Learning and Growth	2, both at risk	At Risk
1999	MA workforce management and diversity analysis	MA-1.4	Howard Borgstrom	(202) 586-3960	A3					Learning and Growth	2	On Track
1999	Build a comprehensive index of MA performance measures	MA-1.4	Howard Borgstrom	(202) 586-3960	A7, A8					Internal Business Processes	3	On Track
1999	Improve Front Office Management Systems	MA-1.4	Howard Borgstrom	(202) 586-3960	A					Internal Business Processes	4	On Track
1999	MA Resource Management	MA-1.4	Howard Borgstrom	(202) 586-3960	D3					Internal Business Processes	4	On Track
1999	Meet or exceed customer satisfaction for administrative support functions.	MA-1.4	Howard Borgstrom	(202) 586-3960	C3					Customer	2	On Track
1999	Develop and train employees	MA-1.4	Howard Borgstrom	(202) 586-3960	D2					Learning and Growth	1	On Track
1999	Provide a safe, healthful, and energy efficient workplace for all HQ employees.	MA-2	D. Bielan	(202) 586-9285	A2	CM 1,3				Internal Business Processes	20	On Track
1999	Improve utilization of HQ space.	MA-2	D. Bielan	(303) 586-9285	B2	CM 3				Financial	7	On Track
1999	Develop and maintain program to provide goods and services to Departmental	MA-2	B. Costlow	(202) 586-4375	C3	CM 3				Internal Business Processes	23	On Track
1999	Promote Performance Excellence.	MA-2	L. Smith	(202) 586-8082	C1	CM 3				Learning and Growth	3	On Track
1999	Continue to meet and/or exceed customer needs and expectations.	MA-2	L. Smith	(202) 586-8082	C3	CM 2				Customer	3	On Track
1999	Align workforce with organizational goals, commitments and priorities.	MA-2	L. Smith	(202) 586-8082	D1	CM 3				Learning and Growth	3	On Track
1999	Develop and train employees.	MA-2	L. Smith	(202) 586-8082	D2	CM 3				Learning and Growth	3	On Track
1999	Establish a consistent and reliable system to support and monitor levels of employee well-being and satisfaction.	MA-2	L. Smith	(202) 586-8082	D 3	CM 3				Learning and Growth	2	On Track
1999	Assist the Department in rebuilding a talented and diverse workforce.	MA-3	Tim Dirks	(202) 586-5610	A3		CM1-3 &3-3	CM1-3 &3-3	CM1-3 &3-3	Internal Business Processes	14	On Track
1999	Provide timely and effective tools, services, information and assistance to Departmental organizations and employees in downsizing and workforce restructuring.	MA-3	Tim Dirks	(202) 586-5610	B3		CM1-3 &3-3	CM1-3 &3-3	CM1-3 &3-3	Internal Business Processes	13	On Track

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1999	Become a recognized leader in Human Resources Management services and	MA-3	Tim Dirks	(202) 586-5610	C2			CM3-3	CM3-3	Customer	5	On Track
1999	Align our workforce with organizational goals, commitments, and priorities.	MA-3	Tim Dirks	(202) 586-5610	D1					Learning and Growth	6	On Track
1999	Develop and train employees	MA-3	Tim Dirks	(202) 586-5610	D2					Learning and Growth	5	On Track
1999	Establish a consistent and reliable system to support and monitor levels of employee well-being and satisfaction.	MA-3	Tim Dirks	(202) 586-5610	D3					Learning and Growth	7	On Track
1999	Improve cooperation and collaboration within the information management community to cost-effectively meet the information management needs of DOE.	MA-4	John Gilligan	(202) 586-0166	B4	CM361	CM3-2 & 5-1	CM3-2 & 5-1	CM3-2 & 5-1	Financial	10, four at risk	At Risk
1999	Improve customer accessibility to information through Information Management Initiatives.	MA-4	John Gilligan	(202) 586-0166	A4		CM2-2	CM2-2	CM2-2	Internal Business Processes	7, three at risk	At Risk
1999	Become a recognized leader in QM principles.	MA-4	John Gilligan	(202) 586-0166	A7					Learning and Growth	4	On Track
1999	Increase customers' trust in the information process.	MA-4	John Gilligan	(202) 586-0166	C4					Customer	3	On Track
1999	Increase reliance on Paperless Directives System.	MA-41	Mary Ann Wallace	(202) 586-1216	B4		CM5-1		CM5-1	Financial	1	On Track
1999	Continue to meet or exceed customer needs and expectations.	MA-41	Mary Ann Wallace	(202) 586-1216	C3					Customer	4	On Track
1999	Align workforce with organizational goals, commitments, and priorities.	MA-41	Mary Ann Wallace	(202) 586-1216	D1					Learning and Growth	2	On Track
1999	Develop and train employees.	MA-41	Mary Ann Wallace	(202) 586-1216	D2					Learning and Growth	4	On Track
1999	Establish a consistent and reliable system to support and monitor levels of employee well-being and satisfaction.	MA-41	Mary Ann Wallace	(202) 586-1216	D3					Learning and Growth	3	On Track
1999	Customer Satisfaction	MA-5	Richard Hopf	(202) 586-8613	B5	CM2-2				Customer	2, five initiatives w/one at risk	At Risk
1999	Effective Service/Partnership	MA-5	Richard Hopf	(202) 586-8613	C2					Customer	1,three initiatives w/one at risk	At Risk
1999	Acquisition Excellence.	MA-5	Richard Hopf	(202) 586-8613	A5 & B5	CM3-1	CM3-2 & 4-1	CM3-2 & 4-1	CM3-2 & 4-1	Internal Business Processes	1, thirty-two initiatives w/three at risk	At Risk
1999	Quality workforce.	MA-5	Richard Hopf	(202) 586-8613	D2					Learning and Growth	2, one at risk	At Risk
1999	Most effective use of contracting approaches to maximize efficiency and cost effectiveness.	MA-5	Richard Hopf	(202) 586-8613	A6 & B5		CM3-2 & 4-1	CM3-2 & 4-1	CM3-2 & 4-1	Internal Business Processes	6	On Track
1999	Streamlined Processes.	MA-5	Richard Hopf	(202) 586-8613	B5	CM3-2				Internal Business Processes	2	On Track
1999	Process Control.	MA-5	Richard Hopf	(202) 586-8613	B5					Internal Business Processes	1	On Track
1999	On-time Delivery.	MA-5	Richard Hopf	(202) 586-8613	B5					Internal Business Processes	1	On Track
1999	Supplier Satisfaction.	MA-5	Richard Hopf	(202) 586-8613	C					Internal Business Processes	1	On Track
1999	Socioeconomics.	MA-5	Richard Hopf	(202) 586-8613	C2					Internal Business Processes	1	On Track
1999	Access to strategic information.	MA-5	Richard Hopf	(202) 586-8613	A					Learning and Growth	1	On Track
1999	Employee satisfaction.	MA-5	Richard Hopf	(202) 586-8613	D3					Learning and Growth	2	On Track
1999	Organization structured for continuous improvement.	MA-5	Richard Hopf	(202) 586-8613	D2					Learning and Growth	1	On Track

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1999	Optimum cost efficiency of purchasing operations.	MA-5	Richard Hopf	(202) 586-8613	B5					Financial	1	On Track
1999	Use the MB, President's or Energy Performance Excellence Award Criteria to measure customer satisfaction, employee satisfaction and the achievement of business	MA-6	Edward Allard	(202) 426-1324	A7		CM3-1		CM3-1	Internal Business Processes	3	On Track
1999	Promote Performance Excellence/Quality Management principles.	MA-6	Edward Allard	(202) 426-1324	A8					Internal Business Processes	4	On Track
1999	Provide timely and effective process improvement tools to assist Departmental organizations in reinvention and streamlining efforts.	MA-6	Edward Allard	(202) 426-1324	B6					Internal Business Processes	2	On Track
1999	Improve MA customer and stakeholder communications process	MA-6	Edward Allard	(202) 426-1324	C2					Customer	1	On Track
1999	Continue to meet and/or exceed customer needs and expectations.	MA-6	Edward Allard	(202) 426-1324	C3					Customer	1	On Track
1999	Align workforce with organizational goals, commitments, and priorities.	MA-6	Edward Allard	(202) 426-1324	D1					Learning and Growth	2	On Track
1999	Develop and train employees	MA-6	Edward Allard	(202) 426-1324	D2					Learning and Growth	2	On Track
1999	Establish a baseline MA-6 employee survey to measure employee satisfaction	MA-6	Edward Allard	(202) 426-1324	D3					Financial	2	On Track
1999	Improve executive document management.	MA-7	J. Solit	(202) 586-5230	A9	CM3				Internal Business Processes	1	On Track
1999	Manage the FOI Request Backlog Initiative and implement Electronic FOIA requirements.	MA-7	A. Lopez	(202) 586-3088	A10	CM2	CM2-2	CM2-2	CM2-2	Internal Business Processes	4	On Track
1999	Support communications and trust through DOECAS.	MA-7	F. Rhoades-Melillo	(202) 586-5116	A11	CM2				Internal Business Processes	4	On Track
1999	Provide senior management with current statistics on Department's on-time performance for Congress.	MA-7	A. Beer	(202) 586-4312	A	CM2				Internal Business Processes	3	On Track
1999	Become a recognized leader in QM principles.	MA-7	S. Convis	(202) 586-5131	C1	CM				Learning and Growth	4	On Track
1999	Continue to meet and/or exceed customer needs and expectations.	MA-7	L. Cameron	(202) 586-5089	C3	CM				Customer	3	On Track
1999	Enhance Openness; Continue HD/OD Team Declassifying Permanent Historical Records and Transferring records to National Archives	MA-7	S. Gosling	(202) 586-5241	C	CM2				Internal Business Processes	2	On Track
1999	Enhance Openness: Complete HD/EM partnered writing project; begin HD/program office partnered writing project.	MA-7	S. Gosling	(202) 586-5241	C	CM2				Internal Business Processes	3	On Track
1999	Support improvement in conference management for the Department.	MA-7	C. Kennedy	(202) 586-5230	C	CM2				Internal Business Processes	3	On Track
1999	Align workforce with organizational goals, commitments, and priorities.	MA-7	S. Convis	(202) 586-5131	D1	Core Val				Learning and Growth	4	On Track
1999	Develop and train employees	MA-7	S. Convis	(202) 586-5131	D2	Core Val				Learning and Growth	3	On Track
1999	Establish a consistent and reliable system to support and monitor levels of employee well-being and satisfaction.	MA-7	S. Convis	(202) 586-5131	D3					Learning and Growth	5	On Track
1999	Develop management strategy for Historic Preservation for the Department	MA-7	S. Gosling	(202) 586-5241	C	CM2				Financial	1	On Track